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FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

**verizon**

Verizon Communications  
1300 I Street NW, Suite 400W  
Washington, DC 20005

July 26, 2001

Magalie R. Salas  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., SW  
Washington, DC 20554

Re: ONA Installation and Maintenance Parity/Nondiscrimination Report for Enhanced and Payphone Services

Dear Ms. Salas:

Pursuant to the FCC's Orders in CC Docket Nos. 88-2 and 96-128, Verizon hereby submits its ONA Installation and Maintenance Parity Reports for Enhanced Services and Payphone Services for the 2<sup>nd</sup> quarter 2001.

Should you have any questions, please feel free to contact me at (202) 515-2544.

Sincerely,



Attachments

No. of Copies rec'd 012  
LBIABODE

Cc: Ms. Janice Myles

MAINTENANCE ACTIVITY WITHOUT DUE DATES  
ALL OTHER CUSTOMERS  
2nd QUARTER 2001

| SERVICE CATEGORY                 | TOTAL<br>ORDERS | AVERAGE<br>INTERVAL<br>(HOURS) |
|----------------------------------|-----------------|--------------------------------|
| .....                            | .....           | .....                          |
| CATEGORY 1                       |                 |                                |
| =====                            |                 |                                |
| TYPE A - CIRCUIT SWITCHED LINE   |                 |                                |
| * Business Lines                 | 15,938          | 18.45                          |
| * PBX                            | 3,642           | 16.39                          |
| * CENTREX                        | 1,392           | 17.54                          |
| * WATS                           | 25              | 24.44                          |
| * Mobile                         | 11              | 2.33                           |
| * Feature Group A                | 366             | 11.40                          |
| * Foreign Exchange               | 1,841           | 18.96                          |
| * Payphone Services              | N/A             | N/A                            |
| -----                            |                 |                                |
| TYPE B - CIRCUIT SWITCHED TRUNK  |                 |                                |
| =====                            |                 |                                |
| * Feature Group B                | 20              | 9.80                           |
| * Feature Group D                | 0               | 0.00                           |
| * DID (Line and Trunk)           | 2,129           | 13.46                          |
| -----                            |                 |                                |
| CATEGORY 2 - PACKET SWITCHED     |                 |                                |
| =====                            |                 |                                |
| * Packet DDD Access Line         | 2,441           | 15.23                          |
| * Packet Synch. Access Line      | 469             | 7.90                           |
| * Packet Asynch. Access Line     | 339             | 7.72                           |
| -----                            |                 |                                |
| CATEGORY 3 - TYPE A              |                 |                                |
| DEDICATED METALLIC               |                 |                                |
| =====                            |                 |                                |
| * Protection Alarm               | 1,245           | 5.78                           |
| * Protective Relaying            | 441             | 6.59                           |
| * Control Circuit                | 570             | 12.28                          |
| -----                            |                 |                                |
| TYPE B - DEDICATED               |                 |                                |
| TELEGRAPH GRADE                  |                 |                                |
| =====                            |                 |                                |
| * Telegraph Grade 75 Baud        | 0               | 0                              |
| * Telegraph Grade 150 Baud       | N/A             | N/A                            |
| -----                            |                 |                                |
| TYPE C - DEDICATED VOICE GRADE   |                 |                                |
| =====                            |                 |                                |
| * Voice - Non-Switched Line      | 3,527           | 7.78                           |
| * Voice - Switched Line          | 1,973           | 10.21                          |
| * Voice - Switched Trunk         | 174             | 17.47                          |
| * Voice & Tone - Radio Land Line | 735             | 5.12                           |
| * Data Low Speed                 | 3,822           | 9.98                           |
| * Basic Data & Voice             | 5,685           | 6.73                           |

MAINTENANCE ACTIVITY WITHOUT DUE DATES  
ALL OTHER CUSTOMERS  
2nd QUARTER 2001

| SERVICE CATEGORY  | TOTAL<br>ORDERS | AVERAGE<br>INTERVAL<br>(HOURS) |
|---|-----------------|--------------------------------|
| *****   | *****           | *****                          |
| * Voice & Data - PSN Access Tie TRK                       | 244             | 17.38                          |
| * Voice & Data - SSN Access                               | 1,522           | 9.26                           |
| * Voice & Data - SSN Intermach. TRK                       | 0               | 0.00                           |
| * Data Extension, Voice Grade Data                        | 491             | 12.39                          |
| * Protection Relay Voice Grade                            | 41              | 3.16                           |
| * Dedicated Voice Grade -<br>Telephoto & Facsimile        | N/A             | N/A                            |
| <hr/>   |                 |                                |
| TYPE D - DEDICATED PROGRAM AUDIO                          |                 |                                |
| =====   |                 |                                |
| * Program Audio 200-3500HZ                                | 19              | 15.29                          |
| * Program Audio 100-5000 HZ                               | 24              | 17.29                          |
| * Program Audio 50-8000 HZ                                | 79              | 8.29                           |
| * Program Audio 50-15000 HZ                               | 107             | 9.16                           |
| <hr/>   |                 |                                |
| TYPE E - DEDICATED VIDEO                                  |                 |                                |
| =====   |                 |                                |
| * TV Channel, One Way 15kHz Audio                         | 226             | 8.68                           |
| * TV Channel, One Way 5kHz Audio                          | 1               | 1.20                           |
| <hr/>   |                 |                                |
| TYPE F - DEDICATED DIGITAL(64 kbps)                       |                 |                                |
| =====   |                 |                                |
| * Digital Voice Circuit                                   | 795             | 4.53                           |
| * Digital Data - 2.4kb/s                                  | 1,093           | 9.55                           |
| * Digital Data - 4.8kb/s                                  | 218             | 8.69                           |
| * Digital Data - 9.6kb/s                                  | 15,052          | 5.69                           |
| * Digital Data - 56kb/s                                   | 10,493          | 9.24                           |
| <hr/>   |                 |                                |
| TYPE G - DEDICATED HIGH CAPACITY<br>DIGITAL (1.544 MBPS)  |                 |                                |
| =====   |                 |                                |
| * Dedicated Digital - 1.544 MBPS                          | 53,067          | 8.13                           |
| <hr/>   |                 |                                |
| TYPE H - DEDICATED HIGH CAPACITY<br>DIGITAL (>1.544 MBPS) |                 |                                |
| =====   |                 |                                |
| * Dedicated Digital - 3.152 MBPS                          | N/A             | N/A                            |
| * Dedicated Digital - 6.312 MBPS                          | N/A             | N/A                            |
| * Dedicated Digital - 44.736 MBPS                         | 1,146           | 9.64                           |
| * Dedicated Digital - 45 MBPS or >                        | 109             | 16.55                          |
| <hr/>   |                 |                                |
| TYPE I - DEDICATED ALERT TRANSPORT                        | N/A             | N/A                            |
| =====   |                 |                                |
| TYPE J - DEDICATED DERIVED CHANNEL                        | N/A             | N/A                            |
| =====   |                 |                                |
| CATEGORY 4 - DEDICATED NETWORK<br>ACCESS LINK (DNAL)      | N/A             | N/A                            |
| =====   |                 |                                |

MAINTENANCE ACTIVITIES WITHOUT DUE DATES  
BOC AFFILIATED ESP  
2nd QUARTER 2001

| SERVICE CATEGORY<br>.....                          | TOTAL<br>ORDERS<br>..... | AVERAGE<br>INTERVAL<br>(HOURS)<br>..... |
|--|--------------------------|---|
| CATEGORY 1<br>=====                                |                          |   |
| TYPE A - CIRCUIT SWITCHED LINE                     |                          |   |
| * Business Lines                                   | 19                       | 2.72                                    |
| * PBX  | 1                        | 0.30                                    |
| * CENTREX  | 0                        | N/A                                     |
| * WATS   | 0                        | N/A                                     |
| * Mobile   | 0                        | N/A                                     |
| * Feature Group A                                  | 77                       | 6.09                                    |
| * Foreign Exchange                                 | 128                      | 7.04                                    |
| * Payphone Services                                | N/A                      | N/A                                     |
| TYPE B - CIRCUIT SWITCHED TRUNK<br>=====           |                          |   |
| * Feature Group B                                  | 0                        | N/A                                     |
| * Feature Group D                                  | 0                        | N/A                                     |
| * DID (Line and Trunk)                             | 0                        | N/A                                     |
| CATEGORY 2 - PACKET SWITCHED<br>=====              |                          |   |
| * Packet DDD Access Line                           | 0                        | N/A                                     |
| * Packet Synch. Access Line                        | 0                        | N/A                                     |
| * Packet Asynch. Access Line                       | 0                        | N/A                                     |
| CATEGORY 3 - TYPE A<br>DEDICATED METALLIC<br>===== |                          |   |
| * Protection Alarm                                 | 0                        | N/A                                     |
| * Protective Relaying                              | 0                        | N/A                                     |
| * Control Circuit                                  | 0                        | N/A                                     |
| TYPE B - DEDICATED<br>TELEGRAPH GRADE<br>=====     |                          |   |
| * Telegraph Grade 75 Baud                          | 0                        | N/A                                     |
| * Telegraph Grade 150 Baud                         | 0                        | N/A                                     |
| TYPE C - DEDICATED VOICE GRADE<br>=====            |                          |   |
| * Voice - Non-Switched Line                        | 0                        | N/A                                     |
| * Voice - Switched Line                            | 0                        | N/A                                     |
| * Voice - Switched Trunk                           | 0                        | N/A                                     |
| * Voice & Tone - Radio Land Line                   | 0                        | N/A                                     |
| * Data Low Speed                                   | 11                       | 242.61                                  |
| * Basic Data & Voice                               | 0                        | N/A                                     |

MAINTENANCE ACTIVITIES WITHOUT DUE DATES  
BOC AFFILIATED ESP  
2nd QUARTER 2001

| SERVICE CATEGORY  | TOTAL<br>ORDERS | AVERAGE<br>INTERVAL<br>(HOURS) |
|---|-----------------|--------------------------------|
| *****   | *****           | *****                          |
| * Voice & Data - PSN Access Tie TRK                       | 0               | N/A                            |
| * Voice & Data - SSN Access                               | 0               | N/A                            |
| * Voice & Data - SSN Intermach. TRK                       | 0               | N/A                            |
| * Data Extension, Voice Grade Data                        | 0               | N/A                            |
| * Protection Relay Voice Grade                            | 0               | N/A                            |
| * Dedicated Voice Grade -<br>Telephoto & Facsimile        | 0               | N/A                            |
| TYPE D - DEDICATED PROGRAM AUDIO                          |                 |                                |
| =====   |                 |                                |
| * Program Audio 200-3500HZ                                | 0               | N/A                            |
| * Program Audio 100-5000 HZ                               | 0               | N/A                            |
| * Program Audio 50-8000 HZ                                | 0               | N/A                            |
| * Program Audio 50-15000 HZ                               | 0               | N/A                            |
| TYPE E - DEDICATED VIDEO                                  |                 |                                |
| =====   |                 |                                |
| * TV Channel, One Way 15kHz Audio                         | 0               | N/A                            |
| * TV Channel, One Way 5kHz Audio                          | 0               | N/A                            |
| TYPE F - DEDICATED DIGITAL(64 kbps)                       |                 |                                |
| =====   |                 |                                |
| * Digital Voice Circuit                                   | 0               | N/A                            |
| * Digital Data - 2.4kb/s                                  | 0               | N/A                            |
| * Digital Data - 4.8kb/s                                  | 0               | N/A                            |
| * Digital Data - 9.6kb/s                                  | 0               | N/A                            |
| * Digital Data - 56kb/s                                   | 0               | N/A                            |
| TYPE G - DEDICATED HIGH CAPACITY<br>DIGITAL (1.544 MBPS)  |                 |                                |
| =====   |                 |                                |
| * Dedicated Digital - 1.544 MBPS                          | 4               | 3.40                           |
| TYPE H - DEDICATED HIGH CAPACITY<br>DIGITAL (>1.544 MBPS) |                 |                                |
| =====   |                 |                                |
| * Dedicated Digital - 3.152 MBPS                          | 0               | N/A                            |
| * Dedicated Digital - 6.312 MBPS                          | 0               | N/A                            |
| * Dedicated Digital - 44.736 MBPS                         | 0               | N/A                            |
| * Dedicated Digital - 45 MBPS or >                        | 0               | N/A                            |
| TYPE I - DEDICATED ALERT TRANSPORT                        | 0               | N/A                            |
| =====   |                 |                                |
| TYPE J - DEDICATED DERIVED CHANNEL                        | 0               | N/A                            |
| =====   |                 |                                |
| CATEGORY 4 - DEDICATED NETWORK<br>ACCESS LINK (DNAL)      | 0               | N/A                            |
| =====   |                 |                                |

MAINTENANCE ACTIVITIES WITH DUE DATES <\*>  
ALL OTHER CUSTOMERS  
2nd QUARTER 2001

| SERVICE CATEGORY                 | TOTAL<br>ORDERS | DUE DATES<br>MISSED | PERCENT DUE<br>DATES MISSED | AVERAGE<br>INTERVAL<br>(HOURS) |
|----------------------------------|-----------------|---------------------|-----------------------------|--------------------------------|
| CATEGORY 1                       |                 |                     |                             |                                |
| =====                            |                 |                     |                             |                                |
| TYPE A - CIRCUIT SWITCHED LINE   |                 |                     |                             |                                |
| * Business Lines                 | 305,648         | 27,990              | 9.16%                       | 17.41                          |
| * PBX                            | 15,377          | 1,602               | 10.42%                      | 20.73                          |
| * CENTREX                        | 166,042         | 15,124              | 9.11%                       | 15.10                          |
| * WATS                           | 59              | 8                   | 13.56%                      | 15.15                          |
| * Mobile                         | 65              | 9                   | 13.85%                      | 21.80                          |
| * Feature Group A                | 0               | 0                   | N/A                         | N/A                            |
| * Foreign Exchange               | 1,836           | 147                 | 8.01%                       | 15.09                          |
| * Payphone Services              | 4,104           | 533                 | 12.99%                      | 28.15                          |
| TYPE B - CIRCUIT SWITCHED TRUNK  |                 |                     |                             |                                |
| =====                            |                 |                     |                             |                                |
| * Feature Group B                | N/A             | N/A                 | N/A                         | N/A                            |
| * Feature Group D                | N/A             | N/A                 | N/A                         | N/A                            |
| * DID (Line and Trunk)           | N/A             | N/A                 | N/A                         | N/A                            |
| CATEGORY 2 - PACKET SWITCHED     |                 |                     |                             |                                |
| =====                            |                 |                     |                             |                                |
| * Packet DDD Access Line         | N/A             | N/A                 | N/A                         | N/A                            |
| * Packet Synch. Access Line      | N/A             | N/A                 | N/A                         | N/A                            |
| * Packet Asynch. Access Line     | N/A             | N/A                 | N/A                         | N/A                            |
| CATEGORY 3 - TYPE A              |                 |                     |                             |                                |
| DEDICATED METALLIC               |                 |                     |                             |                                |
| =====                            |                 |                     |                             |                                |
| * Protection Alarm               | N/A             | N/A                 | N/A                         | N/A                            |
| * Protective Relaying            | N/A             | N/A                 | N/A                         | N/A                            |
| * Control Circuit                | N/A             | N/A                 | N/A                         | N/A                            |
| TYPE B - DEDICATED               |                 |                     |                             |                                |
| TELEGRAPH GRADE                  |                 |                     |                             |                                |
| =====                            |                 |                     |                             |                                |
| * Telegraph Grade 75 Baud        | N/A             | N/A                 | N/A                         | N/A                            |
| * Telegraph Grade 150 Baud       | N/A             | N/A                 | N/A                         | N/A                            |
| TYPE C - DEDICATED VOICE GRADE   |                 |                     |                             |                                |
| =====                            |                 |                     |                             |                                |
| * Voice - Non-Switched Line      | N/A             | N/A                 | N/A                         | N/A                            |
| * Voice - Switched Line          | N/A             | N/A                 | N/A                         | N/A                            |
| * Voice - Switched Trunk         | N/A             | N/A                 | N/A                         | N/A                            |
| * Voice & Tone - Radio Land Line | N/A             | N/A                 | N/A                         | N/A                            |
| * Data Low Speed                 | N/A             | N/A                 | N/A                         | N/A                            |
| * Basic Data & Voice             | N/A             | N/A                 | N/A                         | N/A                            |

MAINTENANCE ACTIVITIES WITH DUE DATES <\*>  
ALL OTHER CUSTOMERS  
2nd QUARTER 2001

| SERVICE CATEGORY  | TOTAL<br>ORDERS | DUE DATES<br>MISSED | PERCENT DUE<br>DATES MISSED | AVERAGE<br>INTERVAL<br>(HOURS) |
|---|-----------------|---------------------|-----------------------------|--------------------------------|
| *****   | *****           | *****               | *****                       | *****                          |
| * Voice & Data - PSN Access Tie TRK                       | N/A             | N/A                 | N/A                         | N/A                            |
| * Voice & Data - SSN Access                               | N/A             | N/A                 | N/A                         | N/A                            |
| * Voice & Data - SSN Internach. TRK                       | N/A             | N/A                 | N/A                         | N/A                            |
| * Data Extension, Voice Grade Data                        | N/A             | N/A                 | N/A                         | N/A                            |
| * Protection Relay Voice Grade                            | N/A             | N/A                 | N/A                         | N/A                            |
| * Dedicated Voice Grade -<br>Telephoto & Facsimile        | N/A             | N/A                 | N/A                         | N/A                            |
| TYPE D - DEDICATED PROGRAM AUDIO                          |                 |                     |                             |                                |
| *****   |                 |                     |                             |                                |
| * Program Audio 200-3500HZ                                | N/A             | N/A                 | N/A                         | N/A                            |
| * Program Audio 100-5000 HZ                               | N/A             | N/A                 | N/A                         | N/A                            |
| * Program Audio 50-8000 HZ                                | N/A             | N/A                 | N/A                         | N/A                            |
| * Program Audio 50-15000 HZ                               | N/A             | N/A                 | N/A                         | N/A                            |
| TYPE E - DEDICATED VIDEO                                  |                 |                     |                             |                                |
| *****   |                 |                     |                             |                                |
| * TV Channel, One Way 15kHz Audio                         | N/A             | N/A                 | N/A                         | N/A                            |
| * TV Channel, One Way 5kHz Audio                          | N/A             | N/A                 | N/A                         | N/A                            |
| TYPE F - DEDICATED DIGITAL (64 kbps)                      |                 |                     |                             |                                |
| *****   |                 |                     |                             |                                |
| * Digital Voice Circuit                                   | N/A             | N/A                 | N/A                         | N/A                            |
| * Digital Data - 2.4kb/s                                  | N/A             | N/A                 | N/A                         | N/A                            |
| * Digital Data - 4.8kb/s                                  | N/A             | N/A                 | N/A                         | N/A                            |
| * Digital Data - 9.6kb/s                                  | N/A             | N/A                 | N/A                         | N/A                            |
| * Digital Data - 56kb/s                                   | N/A             | N/A                 | N/A                         | N/A                            |
| TYPE G - DEDICATED HIGH CAPACITY<br>DIGITAL (1.544 MBPS)  |                 |                     |                             |                                |
| *****   |                 |                     |                             |                                |
| * Dedicated Digital - 1.544 MBPS                          | N/A             | N/A                 | N/A                         | N/A                            |
| TYPE H - DEDICATED HIGH CAPACITY<br>DIGITAL (>1.544 MBPS) |                 |                     |                             |                                |
| *****   |                 |                     |                             |                                |
| * Dedicated Digital - 3.152 MBPS                          | N/A             | N/A                 | N/A                         | N/A                            |
| * Dedicated Digital - 6.312 MBPS                          | N/A             | N/A                 | N/A                         | N/A                            |
| * Dedicated Digital - 44.736 MBPS                         | N/A             | N/A                 | N/A                         | N/A                            |
| * Dedicated Digital - 45 MBPS or >                        | N/A             | N/A                 | N/A                         | N/A                            |
| TYPE I - DEDICATED ALERT TRANSPORT                        |                 |                     |                             |                                |
| *****   |                 |                     |                             |                                |
| TYPE J - DEDICATED DERIVED CHANNEL                        |                 |                     |                             |                                |
| *****   |                 |                     |                             |                                |
| CATEGORY 4 - DEDICATED NETWORK<br>ACCESS LINK (DNAL)      |                 |                     |                             |                                |
| *****   |                 |                     |                             |                                |

<\*> Due dates are not assigned for Category 1, Type B through Category 4 which are marked N/A. See Maintenance Activities Without Due Dates Report.

MAINTENANCE ACTIVITIES WITH DUE DATES <\*>  
BOC AFFILIATED ESP  
2nd QUARTER 2001

| SERVICE CATEGORY                 | TOTAL<br>ORDERS | DUE DATES<br>MISSED | PERCENT DUE<br>DATES MISSED | AVERAGE<br>INTERVAL<br>(HOURS) |
|----------------------------------|-----------------|---------------------|-----------------------------|--------------------------------|
| *****                            | *****           | *****               | *****                       | *****                          |
| CATEGORY 1                       |                 |                     |                             |                                |
| =====                            |                 |                     |                             |                                |
| TYPE A - CIRCUIT SWITCHED LINE   |                 |                     |                             |                                |
| * Business Lines                 | N/A             | N/A                 | N/A                         | N/A                            |
| * PBX                            | N/A             | N/A                 | N/A                         | N/A                            |
| * CENTREX                        | N/A             | N/A                 | N/A                         | N/A                            |
| * WATS                           | N/A             | N/A                 | N/A                         | N/A                            |
| * Mobile                         | N/A             | N/A                 | N/A                         | N/A                            |
| * Feature Group A                | N/A             | N/A                 | N/A                         | N/A                            |
| * Foreign Exchange               | N/A             | N/A                 | N/A                         | N/A                            |
| * Payphone Services              | 5.998           | 854                 | 14.20%                      | 33.10                          |
| -----                            |                 |                     |                             |                                |
| TYPE B - CIRCUIT SWITCHED TRUNK  |                 |                     |                             |                                |
| =====                            |                 |                     |                             |                                |
| * Feature Group B                | N/A             | N/A                 | N/A                         | N/A                            |
| * Feature Group D                | N/A             | N/A                 | N/A                         | N/A                            |
| * DID (Line and Trunk)           | N/A             | N/A                 | N/A                         | N/A                            |
| -----                            |                 |                     |                             |                                |
| CATEGORY 2 - PACKET SWITCHED     |                 |                     |                             |                                |
| =====                            |                 |                     |                             |                                |
| * Packet DDD Access Line         | N/A             | N/A                 | N/A                         | N/A                            |
| * Packet Synch. Access Line      | N/A             | N/A                 | N/A                         | N/A                            |
| * Packet Asynch. Access Line     | N/A             | N/A                 | N/A                         | N/A                            |
| -----                            |                 |                     |                             |                                |
| CATEGORY 3 - TYPE A              |                 |                     |                             |                                |
| DEDICATED METALLIC               |                 |                     |                             |                                |
| =====                            |                 |                     |                             |                                |
| * Protection Alarm               | N/A             | N/A                 | N/A                         | N/A                            |
| * Protective Relaying            | N/A             | N/A                 | N/A                         | N/A                            |
| * Control Circuit                | N/A             | N/A                 | N/A                         | N/A                            |
| -----                            |                 |                     |                             |                                |
| TYPE B - DEDICATED               |                 |                     |                             |                                |
| TELEGRAPH GRADE                  |                 |                     |                             |                                |
| =====                            |                 |                     |                             |                                |
| * Telegraph Grade 75 Baud        | N/A             | N/A                 | N/A                         | N/A                            |
| * Telegraph Grade 150 Baud       | N/A             | N/A                 | N/A                         | N/A                            |
| -----                            |                 |                     |                             |                                |
| TYPE C - DEDICATED VOICE GRADE   |                 |                     |                             |                                |
| =====                            |                 |                     |                             |                                |
| * Voice - Non-Switched Line      | N/A             | N/A                 | N/A                         | N/A                            |
| * Voice - Switched Line          | N/A             | N/A                 | N/A                         | N/A                            |
| * Voice - Switched Trunk         | N/A             | N/A                 | N/A                         | N/A                            |
| * Voice & Tone - Radio Land Line | N/A             | N/A                 | N/A                         | N/A                            |
| * Data Low Speed                 | N/A             | N/A                 | N/A                         | N/A                            |
| * Basic Data & Voice             | N/A             | N/A                 | N/A                         | N/A                            |



MAINTENANCE ACTIVITIES WITH DUE DATES <\*>  
BOC AFFILIATED ESP  
2nd QUARTER 2001

| SERVICE CATEGORY  | TOTAL<br>ORDERS | DUE DATES<br>MISSED | PERCENT DUE<br>DATES MISSED | AVERAGE<br>INTERVAL<br>(HOURS) |
|---|-----------------|---------------------|-----------------------------|--------------------------------|
| *****   | *****           | *****               | *****                       | *****                          |
| * Voice & Data - PSN Access Tie TRK                       | N/A             | N/A                 | N/A                         | N/A                            |
| * Voice & Data - SSN Access                               | N/A             | N/A                 | N/A                         | N/A                            |
| * Voice & Data - SSN Internach. TRK                       | N/A             | N/A                 | N/A                         | N/A                            |
| * Data Extension, Voice Grade Data                        | N/A             | N/A                 | N/A                         | N/A                            |
| * Protection Relay Voice Grade                            | N/A             | N/A                 | N/A                         | N/A                            |
| * Dedicated Voice Grade -<br>Telephoto & Facsimile        | N/A             | N/A                 | N/A                         | N/A                            |
| TYPE D - DEDICATED PROGRAM AUDIO                          |                 |                     |                             |                                |
| *****   |                 |                     |                             |                                |
| * Program Audio 200-3500HZ                                | N/A             | N/A                 | N/A                         | N/A                            |
| * Program Audio 100-5000 HZ                               | N/A             | N/A                 | N/A                         | N/A                            |
| * Program Audio 50-8000 HZ                                | N/A             | N/A                 | N/A                         | N/A                            |
| * Program Audio 50-15000 HZ                               | N/A             | N/A                 | N/A                         | N/A                            |
| TYPE E - DEDICATED VIDEO                                  |                 |                     |                             |                                |
| *****   |                 |                     |                             |                                |
| * TV Channel, One Way 15kHz Audio                         | N/A             | N/A                 | N/A                         | N/A                            |
| * TV Channel, One Way 5kHz Audio                          | N/A             | N/A                 | N/A                         | N/A                            |
| TYPE F - DEDICATED DIGITAL(64 kbps)                       |                 |                     |                             |                                |
| *****   |                 |                     |                             |                                |
| * Digital Voice Circuit                                   | N/A             | N/A                 | N/A                         | N/A                            |
| * Digital Data - 2.4kb/s                                  | N/A             | N/A                 | N/A                         | N/A                            |
| * Digital Data - 4.8kb/s                                  | N/A             | N/A                 | N/A                         | N/A                            |
| * Digital Data - 9.6kb/s                                  | N/A             | N/A                 | N/A                         | N/A                            |
| * Digital Data - 56kb/s                                   | N/A             | N/A                 | N/A                         | N/A                            |
| TYPE G - DEDICATED HIGH CAPACITY<br>DIGITAL (1.544 MBPS)  |                 |                     |                             |                                |
| *****   |                 |                     |                             |                                |
| * Dedicated Digital - 1.544 MBPS                          | N/A             | N/A                 | N/A                         | N/A                            |
| TYPE H - DEDICATED HIGH CAPACITY<br>DIGITAL (>1.544 MBPS) |                 |                     |                             |                                |
| *****   |                 |                     |                             |                                |
| * Dedicated Digital - 3.152 MBPS                          | N/A             | N/A                 | N/A                         | N/A                            |
| * Dedicated Digital - 6.312 MBPS                          | N/A             | N/A                 | N/A                         | N/A                            |
| * Dedicated Digital - 44.736 MBPS                         | N/A             | N/A                 | N/A                         | N/A                            |
| * Dedicated Digital - 45 MBPS or >                        | N/A             | N/A                 | N/A                         | N/A                            |
| TYPE I - DEDICATED ALERT TRANSPORT                        |                 |                     |                             |                                |
| *****   |                 |                     |                             |                                |
| TYPE J - DEDICATED DERIVED CHANNEL                        | N/A             | N/A                 | N/A                         | N/A                            |
| *****   |                 |                     |                             |                                |
| CATEGORY 4 - DEDICATED NETWORK<br>ACCESS LINK (DNAL)      | N/A             | N/A                 | N/A                         | N/A                            |
| *****   |                 |                     |                             |                                |

<\*> Due dates are not assigned for Category 1, Type B through Category 4 which are marked N/A. See Maintenance Activities Without Due Dates Report.

INSTALLATION REPORT - ALL OTHER CUSTOMERS  
2nd QUARTER 2001

| SERVICE CATEGORY                          | TOTAL<br>ORDERS | DUE DATES<br>MISSED | PERCENT DUE<br>DATES MISSED | AVERAGE<br>INTERVAL<br>(DAYS) |
|---|-----------------|---------------------|-----------------------------|-------------------------------|
| CATEGORY 1                                |                 |                     |                             |                               |
| =====                                     |                 |                     |                             |                               |
| TYPE A - CIRCUIT SWITCHED LINE            |                 |                     |                             |                               |
| * Business Lines                          | 766895          | 21954               | 2.86%                       | 3.90                          |
| * PBX                                     | 19389           | 1025                | 5.29%                       | 13.68                         |
| * CENTREX                                 | 99976           | 1307                | 1.31%                       | 3.24                          |
| * WATS                                    | 2168            | 60                  | 2.77%                       | 4.57                          |
| * Mobile                                  | 19487           | 21                  | 0.11%                       | 2.70                          |
| * Feature Group A                         | 267             | 68                  | 25.47%                      | 21.83                         |
| * Foreign Exchange                        | 3359            | 158                 | 4.70%                       | 10.35                         |
| * Payphone Services                       | 4044            | 254                 | 6.28%                       | NA                            |
| TYPE B - CIRCUIT SWITCHED TRUNK           |                 |                     |                             |                               |
| =====                                     |                 |                     |                             |                               |
| * Feature Group B                         | 32              | 0                   | 0.00%                       | 16.75                         |
| * Feature Group D                         | 3494            | 133                 | 3.81%                       | 41.10                         |
| * DID (Line and Trunk)                    | 0               | 0                   | 0                           | 0                             |
| CATEGORY 2 - PACKET SWITCHED              |                 |                     |                             |                               |
| =====                                     |                 |                     |                             |                               |
| * Packet DDD Access Line                  | 0               | 0                   | 0                           | 0                             |
| * Packet Synch. Access Line               | 0               | 0                   | 0                           | 0                             |
| * Packet Asynch. Access Line              | 0               | 0                   | 0                           | 0                             |
| CATEGORY 3 - TYPE A<br>DEDICATED METALLIC |                 |                     |                             |                               |
| =====                                     |                 |                     |                             |                               |
| * Protection Alarm                        | 1469            | 37                  | 2.52%                       | 6.27                          |
| * Protective Relaying                     | 31              | 0                   | 0.00%                       | 7.03                          |
| * Control Circuit                         | 14              | 1                   | 7.14%                       | 6.00                          |
| TYPE B - DEDICATED<br>TELEGRAPH GRADE     |                 |                     |                             |                               |
| =====                                     |                 |                     |                             |                               |
| * Telegraph Grade 75 Baud                 | 39              | 0                   | 0.00%                       | 9.85                          |
| * Telegraph Grade 150 Baud                | 198             | 11                  | 5.56%                       | 11.58                         |
| TYPE C - DEDICATED VOICE GRADE            |                 |                     |                             |                               |
| =====                                     |                 |                     |                             |                               |
| * Voice - Non-Switched Line               | 4779            | 61                  | 1.28%                       | 10.53                         |
| * Voice - Switched Line                   | 3197            | 319                 | 9.98%                       | 17.16                         |
| * Voice - Switched Trunk                  | 249             | 6                   | 2.41%                       | 14.13                         |
| * Voice & Tone - Radio Land Line          | 227             | 2                   | 0.88%                       | 9.38                          |
| * Data Low Speed                          | 434             | 36                  | 8.29%                       | 17.63                         |
| * Basic Data & Voice                      | 5661            | 452                 | 7.98%                       | 6.70                          |

INSTALLATION REPORT - ALL OTHER CUSTOMERS  
2nd QUARTER 2001

| SERVICE CATEGORY  | TOTAL<br>ORDERS | DUE DATES<br>MISSED | PERCENT DUE<br>DATES MISSED | AVERAGE<br>INTERVAL<br>(DAYS) |
|---|-----------------|---------------------|-----------------------------|-------------------------------|
| *****   | *****           | *****               | *****                       | *****                         |
| * Voice & Data - PSN Access Tie TRK                       | 523             | 55                  | 10.52%                      | 20.08                         |
| * Voice & Data - SSN Access                               | 0               | 0                   | 0                           | 0                             |
| * Voice & Data - SSN Intermach. TRK                       | 416             | 8                   | 1.92%                       | 8.65                          |
| * Data Extension, Voice Grade Data                        | 579             | 10                  | 1.73%                       | 15.23                         |
| * Protection Relay Voice Grade                            | 31              | 0                   | 0.00%                       | 7.03                          |
| * Dedicated Voice Grade -<br>Telephoto & Facsimile        | 0               | 0                   | 0                           | 0                             |
| TYPE D - DEDICATED PROGRAM AUDIO                          |                 |                     |                             |                               |
| *****   | *****           | *****               | *****                       | *****                         |
| * Program Audio 200-3500HZ                                | 8               | 2                   | 25.00%                      | 6.75                          |
| * Program Audio 100-5000 HZ                               | 8               | 1                   | 12.50%                      | 5.50                          |
| * Program Audio 50-8000 HZ                                | 28              | 1                   | 3.57%                       | 13.21                         |
| * Program Audio 50-15000 HZ                               | 46              | 21                  | 45.65%                      | 38.13                         |
| TYPE E - DEDICATED VIDEO                                  |                 |                     |                             |                               |
| *****   | *****           | *****               | *****                       | *****                         |
| * TV Channel, One Way 15kHz Audio                         | 624             | 39                  | 6.25%                       | 13.82                         |
| * TV Channel, One Way 5kHz Audio                          | 0               | 0                   | 0                           | 0                             |
| TYPE F - DEDICATED DIGITAL(64 kbps)                       |                 |                     |                             |                               |
| *****   | *****           | *****               | *****                       | *****                         |
| * Digital Voice Circuit                                   | 74              | 0                   | 0.00%                       | 7.31                          |
| * Digital Data - 2.4kb/s                                  | 340             | 35                  | 10.29%                      | 22.56                         |
| * Digital Data - 4.8kb/s                                  | 8               | 0                   | 0.00%                       | 6.38                          |
| * Digital Data - 9.6kb/s                                  | 2317            | 156                 | 6.73%                       | 10.25                         |
| * Digital Data - 56kb/s                                   | 14257           | 1508                | 10.58%                      | 19.61                         |
| TYPE G - DEDICATED HIGH CAPACITY<br>DIGITAL (1.544 MBPS)  |                 |                     |                             |                               |
| *****   | *****           | *****               | *****                       | *****                         |
| * Dedicated Digital - 1.544 MBPS                          | 66242           | 9665                | 14.59%                      | 27.27                         |
| TYPE H - DEDICATED HIGH CAPACITY<br>DIGITAL (>1.544 MBPS) |                 |                     |                             |                               |
| *****   | *****           | *****               | *****                       | *****                         |
| * Dedicated Digital - 3.152 MBPS                          | 0               | 0                   | 0                           | 0                             |
| * Dedicated Digital - 6.312 MBPS                          | 0               | 0                   | 0                           | 0                             |
| * Dedicated Digital - 44.736 MBPS                         | 1370            | 263                 | 19.20%                      | 59.60                         |
| * Dedicated Digital - 45 MBPS or >                        | 75              | 3                   | 4.00%                       | 27.32                         |
| TYPE I - DEDICATED ALERT TRANSPORT                        |                 |                     |                             |                               |
| *****   | *****           | *****               | *****                       | *****                         |
| TYPE J - DEDICATED DERIVED CHANNEL                        | 0               | 0                   | 0                           | 0                             |
| *****   | *****           | *****               | *****                       | *****                         |
| CATEGORY 4 - DEDICATED NETWORK<br>ACCESS LINK (DNAL)      | 0               | 0                   | 0                           | 0                             |
| *****   | *****           | *****               | *****                       | *****                         |

INSTALLATION REPORT - BOC AFFILIATED ESP OPERATIONS  
2nd QUARTER 2001

| SERVICE CATEGORY                          | TOTAL<br>ORDERS | DUE DATES<br>MISSED | PERCENT DUE<br>DATES MISSED | AVERAGE<br>INTERVAL<br>(DAYS) |
|---|-----------------|---------------------|-----------------------------|-------------------------------|
| .....                                     | .....           | .....               | .....                       | .....                         |
| CATEGORY 1                                |                 |                     |                             |                               |
| =====                                     |                 |                     |                             |                               |
| TYPE A - CIRCUIT SWITCHED LINE            |                 |                     |                             |                               |
| * Business Lines                          | 313             | 12                  | 3.83%                       | 24.45                         |
| * PBX                                     | 520             | 15                  | 2.88%                       | 10.12                         |
| * CENTREX                                 | 0               | 0                   | 0                           | 0                             |
| * WATS                                    | 0               | 0                   | 0                           | 0                             |
| * Mobile                                  | 0               | 0                   | 0                           | 0                             |
| * Feature Group A                         | 292             | 68                  | 23.29%                      | 34.51                         |
| * Foreign Exchange                        | 0               | 0                   | 0                           | 0                             |
| * Payphone Services                       | 4,218           | 110                 | 2.60%                       | NA                            |
| TYPE B - CIRCUIT SWITCHED TRUNK           |                 |                     |                             |                               |
| =====                                     |                 |                     |                             |                               |
| * Feature Group B                         | 0               | 0                   | 0                           | 0                             |
| * Feature Group D                         | 0               | 0                   | 0                           | 0                             |
| * DID (Line and Trunk)                    | 0               | 0                   | 0                           | 0                             |
| CATEGORY 2 - PACKET SWITCHED              |                 |                     |                             |                               |
| =====                                     |                 |                     |                             |                               |
| * Packet DDD Access Line                  | 0               | 0                   | 0                           | 0                             |
| * Packet Synch. Access Line               | 0               | 0                   | 0                           | 0                             |
| * Packet Asynch. Access Line              | 0               | 0                   | 0                           | 0                             |
| CATEGORY 3 - TYPE A<br>DEDICATED METALLIC |                 |                     |                             |                               |
| =====                                     |                 |                     |                             |                               |
| * Protection Alarm                        | 0               | 0                   | 0                           | 0                             |
| * Protective Relaying                     | 0               | 0                   | 0                           | 0                             |
| * Control Circuit                         | 0               | 0                   | 0                           | 0                             |
| TYPE B - DEDICATED<br>TELEGRAPH GRADE     |                 |                     |                             |                               |
| =====                                     |                 |                     |                             |                               |
| * Telegraph Grade 75 Baud                 | 0               | 0                   | 0                           | 0                             |
| * Telegraph Grade 150 Baud                | 0               | 0                   | 0                           | 0                             |
| TYPE C - DEDICATED VOICE GRADE            |                 |                     |                             |                               |
| =====                                     |                 |                     |                             |                               |
| * Voice - Non-Switched Line               | 0               | 0                   | 0                           | 0                             |
| * Voice - Switched Line                   | 0               | 0                   | 0                           | 0                             |
| * Voice - Switched Trunk                  | 0               | 0                   | 0                           | 0                             |
| * Voice & Tone - Radio Land Line          | 0               | 0                   | 0                           | 0                             |
| * Data Low Speed                          | 0               | 0                   | 0                           | 0                             |
| * Basic Data & Voice                      | 20              | 0                   | 0.0%                        | 45.95                         |

INSTALLATION REPORT - BOC AFFILIATED ESP OPERATIONS  
2nd QUARTER 2001

| SERVICE CATEGORY  | TOTAL<br>ORDERS | DUE DATES<br>MISSED | PERCENT DUE<br>DATES MISSED | AVERAGE<br>INTERVAL<br>(DAYS) |
|---|-----------------|---------------------|-----------------------------|-------------------------------|
| * Voice & Data - PSN Access Tie TRK                       | 0               | 0                   | 0                           | 0                             |
| * Voice & Data - SSN Access                               | 0               | 0                   | 0                           | 0                             |
| * Voice & Data - SSN Internach. TRK                       | 0               | 0                   | 0                           | 0                             |
| * Data Extension, Voice Grade Data                        | 0               | 0                   | 0                           | 0                             |
| * Protection Relay Voice Grade                            | 0               | 0                   | 0                           | 0                             |
| * Dedicated Voice Grade -<br>Telephoto & Facsimile        | 0               | 0                   | 0                           | 0                             |
| TYPE D - DEDICATED PROGRAM AUDIO                          |                 |                     |                             |                               |
| * Program Audio 200-3500HZ                                | 0               | 0                   | 0                           | 0                             |
| * Program Audio 100-5000 HZ                               | 0               | 0                   | 0                           | 0                             |
| * Program Audio 50-8000 HZ                                | 0               | 0                   | 0                           | 0                             |
| * Program Audio 50-15000 HZ                               | 0               | 0                   | 0                           | 0                             |
| TYPE E - DEDICATED VIDEO                                  |                 |                     |                             |                               |
| * TV Channel, One Way 15kHz Audio                         | 0               | 0                   | 0                           | 0                             |
| * TV Channel, One Way 5kHz Audio                          | 0               | 0                   | 0                           | 0                             |
| TYPE F - DEDICATED DIGITAL(64 kbps)                       |                 |                     |                             |                               |
| * Digital Voice Circuit                                   | 0               | 0                   | 0                           | 0                             |
| * Digital Data - 2.4kb/s                                  | 0               | 0                   | 0                           | 0                             |
| * Digital Data - 4.8kb/s                                  | 0               | 0                   | 0                           | 0                             |
| * Digital Data - 9.6kb/s                                  | 0               | 0                   | 0                           | 0                             |
| * Digital Data - 56kb/s                                   | 0               | 0                   | 0                           | 0                             |
| TYPE G - DEDICATED HIGH CAPACITY<br>DIGITAL (1.544 MBPS)  |                 |                     |                             |                               |
| * Dedicated Digital - 1.544 MBPS                          | 0               | 0                   | 0                           | 0                             |
| TYPE H - DEDICATED HIGH CAPACITY<br>DIGITAL (>1.544 MBPS) |                 |                     |                             |                               |
| * Dedicated Digital - 3.152 MBPS                          | 0               | 0                   | 0                           | 0                             |
| * Dedicated Digital - 6.312 MBPS                          | 0               | 0                   | 0                           | 0                             |
| * Dedicated Digital - 44.736 MBPS                         | 0               | 0                   | 0                           | 0                             |
| * Dedicated Digital - 45 MBPS or >                        | 0               | 0                   | 0                           | 0                             |
| TYPE I - DEDICATED ALERT TRANSPORT                        |                 |                     |                             |                               |
| TYPE J - DEDICATED DERIVED CHANNEL                        |                 |                     |                             |                               |
| CATEGORY 4 - DEDICATED NETWORK<br>ACCESS LINK (DNAL)      |                 |                     |                             |                               |